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TO: Commissioner for Patents Attn: Examiner Tadeese Hailu Patent Examining Corps Facsimile Center Alexandria, VA 22313-1450			FROM: Jason S. Feldman OUR REF.: SVL920010047US1 TELEPHONE: (310) 642-4141		
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Title of Document Transmitted:		AMENDMENT UNDER 37 C.F.R. 1.101 (06 PAGES)			
Applicant:		Michael C. Morrison			
Serial No.:		09/928,611			
Filed:		August 13, 2001			
Grants Air Date:		2173			
Our Ref. No.:		SVL920010047US1			
Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.					
By: <u>Jason S. Feldman</u> Name: Jason S. Feldman Reg. No. 39,187					
I hereby certify that this paper is being transmitted by facsimile to the U.S. Patent and Trademark Office on the date shown below.					
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PAGE 1/16 * RCVD AT 7/26/2004 7:24:26 PM [Eastern Daylight Time] * SVR:USPTO-EFXXRF-1/24 * DNS:2734051 * CSID:+13106418798 * DURATION (mm-ss):04-56					

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Attn: Examiner Tadesse Hailu
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Title of Document Transmitted:	AMENDMENT UNDER 37 C.F.R. 1.111 (16 PAGES)
Applicant:	Michael C. Morrison
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unit:	2173
Our Ref. No.:	SVL920010047US1

Please charge all fees to Deposit Account No. 09-0460 of IBM Corporation, the assignee of the present application.

By: Jason S. Feldman
Name: Jason S. Feldman
Reg. No.: 39,187

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Jason S. Feldman
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G&C 30571.263-US-01

Gates & Cooper LLP

Howard Hughes Center
6701 Center Drive West, Suite 1050
Los Angeles, California 90045

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TO: Commissioner for Patents
Attn: Examiner Tadesse Hailu
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FROM: Jason S. Feldmar
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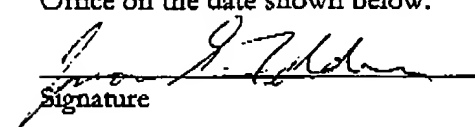
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G&C 30571.263-US-01

Due Date: July 7, 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Michael C. Morrison Examiner: Tadesse Hailu
 Serial No.: 09/928,601 Group Art Unit: 2173
 Filed: August 13, 2001 Docket: SVL920010047US1
 Title: METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

I hereby certify that this correspondence is being filed *via facsimile transmission* to the U.S. Patent and Trademark Office on July 6, 2004.

By: 

Name: Jason S. Feldmar

MAIL STOP AMENDMENT
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Dear Sir:

We are transmitting herewith the attached:

- ☒ Transmittal sheet, in duplicate, containing a Certificate of Mailing or Transmission Under 37 CFR 1.8.
☒ Amendment Under 37 C.F.R. §1.111 (13 pages).

CLAIMS PRESENT

Claims Remaining:	Highest Number Previously Paid For:	Number Extra	Rate	Fee
Total Claims				
39	39	0	x \$18.00	= \$0.00
Independent Claims				
3	3	0	x \$86.00	= \$0.00
MULTIPLE DEPENDENT CLAIM FEE				\$0.00
TOTAL FILING FEE				\$0.00

Please consider this a **PETITION FOR EXTENSION OF TIME** for a sufficient number of months to enter these papers, if appropriate.

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Customer Number 22462
GATES & COOPER LLP
 Howard Hughes Center
 6701 Center Drive West, Suite 1050
 Los Angeles, CA 90045
 (310) 641-8797

By: 

Name: Jason S. Feldmar
 Reg. No.: 39,187
 JSF/mrj

Due Date: July 7, 2004

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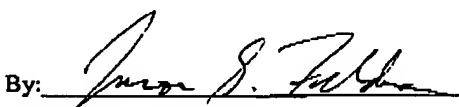
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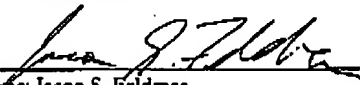
Due Date: July 7, 2004

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Applicant:	Michael C. Morrison	Examiner:	Tadesse Hailu
Serial No.:	09/928,601	Group Art Unit:	2173
Filed:	August 13, 2001	Docket:	SVL920010047US1
Title:	METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS		

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By: 
Name: Jason S. Feldman

AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 7, 2004, please amend the above-identified application as follows.